

3.10 CREATE AN EFFECTIVE RESUME

What to Know

Many people think that a resume is only for white collar jobs. On the contrary, in our changing job market almost everyone will need a resume, including most blue collar workers.

The resume is a selling tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to the employer's workplace. More to the point, what we are actually doing is applying for an interview. Only in the rarest of cases will a resume in and of itself directly secure a job offer. The goal of an effective resume is to highlight and summarize a person's qualifications.

What to Do

The first step in creating your resume is to determine which jobs you are both qualified for and interested in. In today's job market it is crucial to be as specific as possible. Your experience in the military has probably given you a wide variety of skills that you can apply in several career fields. **Make a determination of what you want to do.** To clarify your skills selection refer back to transferable skills, section 1.4. Use the statements you wrote to help you decide.

Once you have identified the types of positions you want to pursue, you need to select the resume format that best introduces you to the job market. This is a marketing decision based on the message you want to send to a potential employer. Target your skills to fit the job you are applying for.



Many people think that a resume is only for white collar jobs. On the contrary, in our changing job market almost everyone will need a resume, including most blue collar workers.

RESUME FORMATS—WHICH ONE IS BEST?

Resume Format	Advantages	Disadvantages	Best Used By
Chronological	<ul style="list-style-type: none"> • Widely used format • Logical flow, easy to read • Showcases growth in skills and responsibility • Easy to prepare 	<ul style="list-style-type: none"> • Emphasizes gaps in employment • Not suitable if you have no work history • Highlights frequent job changes • Emphasizes employment but not skill development • Emphasizes lack of related experience and career changes 	<ul style="list-style-type: none"> • Individuals with steady work record
Functional	<ul style="list-style-type: none"> • Emphasizes skills rather than employment • Organizes a variety of experience (paid and unpaid work, other activities) • Disguises gaps in work record or a series of short-term jobs 	<ul style="list-style-type: none"> • Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> • Individuals with no previous employment • Individuals with gaps in employment • Frequent job changers • Individuals who have developed skills from other than documented employment
Combination	<ul style="list-style-type: none"> • Highlights most relevant skills and accomplishments • De-emphasizes employment history in less relevant jobs • Combines skills developed in a variety of jobs or other activities • Minimizes drawbacks such as employment gaps and absence of directly related experience 	<ul style="list-style-type: none"> • Confusing if not well organized • De-emphasizes job tasks, responsibilities • Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> • Career changers or those in transition • Individuals reentering the job market after some absence • Individuals who have grown in skills and responsibility • Individuals pursuing the same or similar work as they've had in the past
Target (should be used in all resumes)	<ul style="list-style-type: none"> • Personalized to company/position • Shows research • More impressive to employer • Written specifically to employer's needs 	<ul style="list-style-type: none"> • Time-consuming to prepare • Confusing if not well organized • Should be revised for each employer 	<ul style="list-style-type: none"> • Everyone – because any of the other formats can be made into a targeted resume



Translate Your Military Experience Into Civilian Terms

As you create your resume, avoid military jargon and military terms. Most civilian employers will not understand military jargon, abbreviations and acronyms.

Therefore, use the following guidelines to prevent this problem:

- Write out terms and, when necessary, explain what they mean.
- For specialized military training, list the names and number of hours of professional and technical training you have taken. Only include training if it relates to the job.
- Briefly explain any course that may be pertinent to the job. For example, write, “Management and Supervision” as a course title. Then add the course content: equal opportunity law; giving and receiving positive and negative feedback; and giving directions.
- Use civilian equivalent phrases and titles. Civilian recruiters will not take the time to translate your resume into civilian terms, and therefore may not see you as qualified for the position. Below are some military terms with recommended civilian equivalents.

Military Terms	Civilian Equivalent
NCOIC	Supervisor, Manager, Coordinator
TDY/TAD	Business Related Travel
PCS	Relocation
NCO Academy	Leadership or Management Training
War College.....	Executive Military Leadership School
Command and Staff College.....	Senior Military Leadership School
Basic Officers Course	Entry Level Officer Leadership Course
Basic Training	Introductory Military Training
O7 and above.....	President, Senior Director, Chairman of the Board, Managing Director
O5 and O6	Chief Executive Officer, Chief Operating Officer, Program Director
O4.....	Senior Administrator, Department Head, Program Manager
O1 to O3	Executive, Administrator, Manager, Project Officer
WO1 to WO5	Director, Specialist, Facilitator, Technical Manager, Technical Specialist
E7 to E9.....	Director, Supervisor, Department Manager, Operations Manager, Senior Advisor
E4 to E6.....	Assistant Manager, Line Supervisor, Section Leader, Task Leader, Supervisor, Foreman
E1 to E3	Production Worker, Assembler, Technician, Assistant, Apprentice, Team Member

Follow These Resume Guidelines

1. Write your resume to show employers three things:
 - The amount and kind of **responsibility** you have handled.
 - The **results** you have achieved.
 - The **relevancy** of your past responsibilities and accomplishments.
2. List your **achievements** and **how you solve problems**, not simply your responsibilities. In other words, explain how you increased operational efficiency, the amount of money you saved or raised, the number of people who used the service or product, the action that came about as a result of your efforts, etc. Write these items in phrases that identify the problem, note the solution, and describe the result.
3. Use **statistics or numbers** when you can, to show the results of what you did (i.e., size of organization, number of people supervised, length of report, time involved, size of budget, amount of money raised, etc.). Identify types of people, services, products, and programs with which you worked.
4. **Write your own resume.** Seek all the advice you can, but since you'll be the one at the interview, you'll make the best author. If you decide to use a resume writing service, work closely with the writer to make sure that the resume reflects your experience and personality.
5. Keep your resume **brief, clean and easy to read** with lots of white space on the page. Use the minimum number of words to convey what you wish to say. Be able to **defend every word**.
6. **Be specific** about your job and accomplishments; leave nothing to the imagination.
7. **Be selective** in the information that you include in your resume. Choose only information that relates to the jobs you seek.
8. Include **volunteer** experience **relevant** to the position sought. Also, include data on travel, languages, hobbies, certificates, if relevant to the target job.
9. Match the style of your resume to the style of the company. Avoid the slick look that many resume services offer. Print your resume and cover letter on matching bond paper (white, bone, or ivory). Do not print on the back side of your resume. Use a standard typeface and black ink.
10. Avoid gimmicks. **Be creative, but always professional.**
11. If possible, keep an electronic copy of your resume so you can easily make changes. Check with your transition office, public library, State Workforce Agency employment office or community college career center to see if they have computers available that you can use. Alternatively, you can write your resume by hand and pay a service to type it and save it electronically.

12. Be impressive in describing your experiences, but always be **100% honest**. Never exaggerate or misrepresent yourself.
13. Make several **drafts** of your resume—boil it down to essential information and have it critiqued before it is copied. Recognize that you may need to write several different resumes in order to customize it for specific jobs.
14. **Always** send a cover letter to accompany your resume.
15. **Do not include names of references** on your resume.
16. **Do not mention salary** on your resume.
17. **Keep everything positive** in what you say about yourself—stress your strengths, not your weaknesses.
18. **Use feedback** from friends, relatives, and interviewers as to how your resume is coming across and modify where necessary.
19. Your resume should not be longer than two pages. One page is usually enough, especially if you have limited work experience. When mailing resumes, do not staple any documents together.
20. Include a **Special Skills** section where you can note languages you speak, read or write; computer hardware and software you can use; and machinery or equipment you can operate, build or repair. **Do not use military terminology!**
21. Emphasize credentials (licenses or certifications) obtained if they relate to the job that you are seeking. They can either be included in the “Highlights of Qualifications” section or in the “Education and Training” section.
22. Information you **should not include** on your resume:
 - marital status
 - names, ages, and number of children
 - spouse’s job
 - age
 - race
 - photograph of yourself
 - religious and political affiliations
 - height and weight
 - salary for each previous job
23. **Be Dynamic.** Use the **action verbs** on page 74 to begin each sentence in your resume. Avoid using the phrase “responsible for... .” Most interviewers interpret that phrase to mean you did not complete the action yourself. It is recommended that you use present tense for current jobs and past tense for jobs you have previously held.

Resume Worksheet

Building a good resume takes a lot of time and thought. You will not be able to do this quickly or in one sitting. Try to see it as a process taking one step at a time, so that it will not seem so overwhelming. You will discover just how well the time was spent when you have a good resume.

As you prepare your resume for each application, make sure you know how the employer wants to receive it. Do they want it mailed via U.S. Postal Service? Do they want it e-mailed? Submitted online? If a resume is submitted in a form that does not meet their expectations, it may not even be considered.

Once you feel the resume looks and reads well, have a professional review it for ease of reading, spelling and grammar. Make sure you use terminology that is common to the industry in which you are applying. Do not use military terms and acronyms. For example, do not make employers guess what a M1A1 Tank Crewman is and how that position relates to the job applied for. Your responsibility is to interpret for the employer the skills you have to match their needs.

Format has to do with organization of information. This manual provides you with examples of how to organize the same information using the three resume format styles. Refer to the example resumes further along in this section to see which best fits you and the position you seek.

- Name:** Use your complete name, not a nickname, as it appears in your normal signature.
- Address:** Make certain it is complete and spell out Street, Avenue, etc.
- E-mail:** Make sure that it is a professional address i.e. MarySmith@email.com versus MaryLovesBubbleGum@email.com
- Phone:** Include area codes and use numbers where you can be reached personally, by voice mail, or by a professional message on an answering machine. Never leave a number for a machine that has something “cute” or “funny” as a greeting.

Employment/Job Objective: The most effective, well-written job objective is a targeted job objective that is for a specific job (bookkeeper, medical transcriber, diesel mechanic, etc.) with a specific company (for General Motors, Johnston automotive, etc.). Since you may need a different resume for each opening you locate, you will also need to change the job objective and especially the specific company for each resume. Be sure that you know the actual title of the job when you apply. If you put down that you are seeking a position that is not open, then you may not be considered. For example, if a line position is open and you are asking for a management job, then you may never get the interview that you want. Your objective can also be repeated in the body of the cover letter. Make the objective short and to the point. Consider this the title of your resume. The rest of the resume must convince the hiring authority that you have the background and skills to do the job and are well worth an interview.

Do not assume that any job objective is better than no objective. If your objective is vague and unfocused, you appear indecisive and unable to make decisions and set goals. This is not a description of duties or a vague description of a job. Avoid statements such as “a position that will utilize my broad talents and allow me to grow.” If this is your objective, better to leave it off your resume.

Using a job objective has been an optional issue on a resume in the past, but in recent years it has become more important. There are times when you absolutely need a job objective, such as:

- When applying online. Often jobs are sorted by objectives and directed to the correct department for review.
- When applying to large companies, to avoid the human resources department deciding the position you should fill.
- Posting resumes on job search sites, such as America’s Job Bank (AJB). Employers decide whether to review your resume based on the job objective.
- Resumes for scanning. The objective becomes a key word in the screening process.

Targeted Job Objective: When you know the name of the company, it is always good to mention it in the objective.

Examples of Good Targeted Job Objectives

- Seeking a position as a Licensed Vocational Nurse for St. Mary’s Hospital
- A position as a Bookkeeper for M&M tax consultants
- Position as a Security Guard for Brinks International

General Job Objective: Occasionally you do not know the actual company you are sending your resume to and a general job objective is most effective in these circumstances. When you do not know the name of the actual company or are going to a job fair and will hand out resumes to several companies, then the objective needs to be more generic. Often jobs that are posted on the Internet are blinds ads from head hunters and you will not be able to find the company name.

- Entry level position in multi-image production company
- Position as a Health Educator
- Project management position in Marketing

Summary of Qualifications: Write a summary that highlights your professional background as it relates to the needs of the company. This normally appears at the top of your resume and is intended to draw attention to specific personal qualities and skills you possess that make you a unique and qualified candidate. Hiring managers need to see immediately you have the skills and experience they need. If an employer has to figure out what you can do for him, the odds are you won’t get an interview. Do not repeat the same statements used in your resume, but you may summarize some information. Your company research will be invaluable here to help you relate your qualifications to the needs of the company. This can be in the form of a paragraph or a short list, with 4-5 one line bullet statements. Remember a resume is a sales tool and this is a good place to catch someone’s interest and to “brag” about your best qualities.

If, for example, you are applying for a position as an Administrative Assistant, you might want to list things such as:

- Five years experience in customer service
- Organized and efficient
- Ability to relate detailed information to the overall project for improved customer service

Some other examples include:

- Over 15 years of diverse and challenging experience, combined with powerful presentation skills, a disciplined approach to the task at hand and the innate ability to anticipate potential obstacles are attributes that contribute to a strong record of excellence and acknowledgment for “getting the job done.”
- Over three years experience ordering and maintaining a complex four million dollar inventory of parts. Filled orders in a timely fashion with 100% accuracy. Skilled at operating inventory control software.
- Five years experience in heavy equipment operation. Knowledgeable of related OSHA regulations with a perfect safety record. Experience in both commercial building and road construction.
- Over 12 years of technical sales and marketing experience including:
 - electronic component sales
 - knowledge of Unix, Pascal, Sun work station, Fortran
 - new software business start-up and market presentation
 - international marketing penetration

Employment History: This portion of the resume is probably the most important.

- Depending on the style you select, it will dictate where and how you will organize the information. To make this process easier to understand, there are several examples of each format in the TAP manual.
- There are many books that provide example resumes. See the transition website for specific recommendations.
- To begin exploring your employment history, write down everything you can about what you did in a specific job. Include:
 - skills
 - accomplishments
 - machines you can operate;
 - computer software you can run
 - improvements you suggested or made in a process or system.
- Try to include specific and quantifiable data. Refer back to section 1.4 and look at the skill statements you made and incorporate them.

Once you have written a paragraph or pages of information, find qualifications relating to the job you are seeking. If the job you are seeking is an entirely new field, but uses a lot of the specific skills from your past experience, consider putting information into categories. An example would be if you have been a Military Police Officer and want to go into private investigation, you could group bullet statements under categories such as investigation, case management, and security to create a combination resume. Or, if you were an electronics technician for the past four years in the military plus worked in the same field for two years prior to joining, and want to go into the same field of work, then you would write a chronological resume to show stability and progressive job responsibilities.

Quantify your Experience, Responsibilities and Accomplishments: The next step is the basics of every resume. List all results/achievements you have produced that relate to the position desired. Results sell, job descriptions don't! Refer back to the skills section and expand on these to use when writing your resume. Employers need to see accomplishments they can relate to with regard to the open position. The question that must be answered is, "What is this individual going to do for me?" Achievements that relate to the specific position will answer that question.

Describe what you accomplished with numbers, percentages, etc. Explain how many times annually, what percentage of increase or decrease you produced, how large a group you supervised or trained, etc.:

- Supervised 14 member staff to complete \$5.4 million project three months ahead of estimated date.
- Produced 150 percent of quota for eight consecutive months resulting in \$400,000 additional savings for the department.
- Administered travel budget of \$15 million dollars.
- Reduced inventory loss by 20 percent over six month time period resulting in first ever decrease in inventory loss.
- Developed training program for a 600 person organization.

Education: Make sure you include education that is relevant to the job you are applying and start with the most recent.

- List colleges, trade schools, military training schools (if you are applying for a job as a security guard, then your specific firearms training would apply, but if you want to work as a supervisor in a pre-school, this would not fit), correspondence courses, etc.
- List the location of the school but you do not need to include dates attended, especially if your knowledge of the technology is not current. Normally you do not list grades or specific classes; however, if you want a job where you have little experience and have a specific course that would directly relate, then you may want to point this out somewhere in the education section.

If you have recently graduated and took classes at night while working full-time, then the fact you graduated Magna cum Laude might be important to some employers. Always relate the information on the resume to the job.

Resume writing takes a blend of creativity and skill. If you create a resume on a computer you can tailor it to the requirements of the different jobs you apply for.

ACTION VERBS TO DESCRIBE ACCOMPLISHMENTS

The following verbs can be used to help you describe your skills and experience.

PEOPLE	THINGS	IDEAS
<input type="checkbox"/> Accomplished	<input type="checkbox"/> Built	<input type="checkbox"/> Adapted
<input type="checkbox"/> Activated	<input type="checkbox"/> Calculated	<input type="checkbox"/> Analyzed
<input type="checkbox"/> Adapted	<input type="checkbox"/> Changed	<input type="checkbox"/> Coordinated
<input type="checkbox"/> Adjusted	<input type="checkbox"/> Compiled	<input type="checkbox"/> Created
<input type="checkbox"/> Administered	<input type="checkbox"/> Completed	<input type="checkbox"/> Defined
<input type="checkbox"/> Advertised	<input type="checkbox"/> Constructed	<input type="checkbox"/> Devised
<input type="checkbox"/> Advised	<input type="checkbox"/> Created	<input type="checkbox"/> Educated
<input type="checkbox"/> Analyzed	<input type="checkbox"/> Designed	<input type="checkbox"/> Established
<input type="checkbox"/> Arranged	<input type="checkbox"/> Drafted	<input type="checkbox"/> Executed
<input type="checkbox"/> Assembled	<input type="checkbox"/> Edited	<input type="checkbox"/> Explained
<input type="checkbox"/> Assisted	<input type="checkbox"/> Enlarged	<input type="checkbox"/> Illustrated
<input type="checkbox"/> Calculated	<input type="checkbox"/> Established	<input type="checkbox"/> Implemented
<input type="checkbox"/> Catalogued	<input type="checkbox"/> Evaluated	<input type="checkbox"/> Initiated
<input type="checkbox"/> Chaired	<input type="checkbox"/> Examined	<input type="checkbox"/> Innovated
<input type="checkbox"/> Coached	<input type="checkbox"/> Expanded	<input type="checkbox"/> Integrated
<input type="checkbox"/> Conceptualized	<input type="checkbox"/> Expedited	<input type="checkbox"/> Interviewed
<input type="checkbox"/> Conciliated	<input type="checkbox"/> Facilitated	<input type="checkbox"/> Investigated
<input type="checkbox"/> Conducted	<input type="checkbox"/> Familiarized	<input type="checkbox"/> Maintained
<input type="checkbox"/> Consulted	<input type="checkbox"/> Formulated	<input type="checkbox"/> Marketed
<input type="checkbox"/> Contracted	<input type="checkbox"/> Generated	<input type="checkbox"/> Modified
<input type="checkbox"/> Coordinated	<input type="checkbox"/> Governed	<input type="checkbox"/> Monitored
<input type="checkbox"/> Delegated	<input type="checkbox"/> Guided	<input type="checkbox"/> Negotiated
<input type="checkbox"/> Demonstrated	<input type="checkbox"/> Hired	<input type="checkbox"/> Obtained
<input type="checkbox"/> Devised	<input type="checkbox"/> Identified	<input type="checkbox"/> Organized
<input type="checkbox"/> Directed	<input type="checkbox"/> Improved	<input type="checkbox"/> Presented
<input type="checkbox"/> Distributed	<input type="checkbox"/> Increased	<input type="checkbox"/> Presided
<input type="checkbox"/> Effected	<input type="checkbox"/> Indexed	<input type="checkbox"/> Processed
<input type="checkbox"/> Explained	<input type="checkbox"/> Informed	<input type="checkbox"/> Proposed
<input type="checkbox"/> Indoctrinated	<input type="checkbox"/> Inspected	<input type="checkbox"/> Publicized
<input type="checkbox"/> Managed	<input type="checkbox"/> Installed	<input type="checkbox"/> Recommended
<input type="checkbox"/> Motivated	<input type="checkbox"/> Invented	<input type="checkbox"/> Recorded
<input type="checkbox"/> Organized	<input type="checkbox"/> Prepared	<input type="checkbox"/> Recruited
<input type="checkbox"/> Programmed	<input type="checkbox"/> Programmed	<input type="checkbox"/> Related
<input type="checkbox"/> Promoted	<input type="checkbox"/> Revised	<input type="checkbox"/> Surveyed
<input type="checkbox"/> Stimulated	<input type="checkbox"/> Specified	<input type="checkbox"/> Synthesized
<input type="checkbox"/> Supervised	<input type="checkbox"/> Used	<input type="checkbox"/> Transmitted
<input type="checkbox"/> Taught	<input type="checkbox"/> Wrote	

Resume Writing

The purpose of including **accomplishment** statements in a resume is to create a visual value statement in the mind of the reader. This statement a snapshot which enables the employer to SEE you in action. It is important that you describe yourself with effective statements that create that picture. Accomplishment statements become the basis for answers to questions in the interview. This will be discussed later in the interview portion of the TAP manual.

An accomplishment can be described is a series of actions (skills) that you took to complete the task or project, overcome the challenge, solve the problem or meet/exceed the goal you set and that ended in a positive, measurable result.

Creating Accomplishment Statements

Step 1: Think of this as a story with a title.

Identify the Scenario. Some topics (titles) may include:

- A task you performed alone.
- A project you worked on as a team member/team leader.
- A challenge you overcame in the job setting.
- A problem you solved.
- A goal you set.

Step 2: Identify the action you performed to tell the story.

Use the skills you identified on pages 17-21.

- Planned, organized and directed a 4 day training exercise. . .
- Troubleshoot, disassembled and repaired mobile over 300 pieces communications equipment. . .
- Recorded, documented and tracked daily, weekly and monthly reports.
- Formed, created and lead special security force.

Step 3: Which resulted in:

End with a **positive** and **measurable** conclusion.

- Which reduced accidents from 30% to under 2% in two weeks.
- Which enabled constant communication in 4 different states.
- Which increased the training rate of employees by 45%.
- Which provided search and recovery support for disaster victims.

Resume Review

The next few pages contain example resumes showing the format styles:

- combination
- chronological
- functional

Take the time to review these resumes to help assist you in the writing of your own. These resumes are not to be used for you personally. That is to say, you can not just put your name on one of these and say it is yours. Everyone's resume is unique and different containing skills and education that you alone possess.

Mark Andrews
 2345 Brook Avenue
 Englewood, Colorado 80123
 (123) 456-7890
 MarkAndrews@email.com

Objective: Seeking a position as an armed security guard for Pinkerton Services

HIGHLIGHTS OF QUALIFICATIONS

- Government secret security clearance
- Bilingual-fluent in both English and Spanish
- Proficient in Windows XP software
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

Security

- Supervised the security of \$100 million of highly sensitive equipment
- Monitored restricted personnel in a correctional facility to ensuring they remained in detention
- Experienced in handling confidential material
- Trained in diffusing hostile situations
- Certified in the use of tear gas, C-4, and TNT
- Qualified sharpshooter in small arms and assault weapons

Investigation

- Investigated security and safety violations and wrote detailed incident reports
- Proficient at research and legal report writing
- Experienced at proofreading and checking content of investigative reports

Communication

- Proven ability to communicate effectively in diverse environments
- Experienced in complex radio communications under adverse conditions

Supervision

- Instructed, supervised and evaluated the performance of 25 personnel
- Coordinated work assignments, evaluated performance and disciplined a four-member security team

EMPLOYMENT HISTORY

19XX-20XX	Security Specialist	U.S. Marine Corps
19XX-19XX	Warehouseman Supervisor	Micro Chemical, Inc. Denver, CO
19XX-19XX	Security Guard	Mayfield Malls, Denver, CO

EDUCATION

U.S. Marine Corps	Specialized Training: Explosives, Firearms, Leadership, Diversity, and Communication
Metro State College	42 Semester units in Administration of Justice Denver, CO

Mark Andrews

2345 Brook Avenue
 Englewood, Colorado 12345
 (123) 456-7890
 Mark_Andrews@email.com

Objective: Seeking a position as an armed security guard for Pinkerton Services

HIGHLIGHTS OF QUALIFICATIONS

- Government secret security Clearance
- Bilingual-fluent in both English and Spanish
- Superior performance award for past four years in security management
- Able to make difficult decisions in stressful situations

EXPERIENCE

- 19XX-20XX **Security Specialist** U.S. Marine Corps
- Supervision of \$100 million of highly sensitive equipment
 - Monitored restricted personnel in a correctional facility to ensure they remain in detention
 - Experienced in handling confidential material
 - Trained in diffusing hostile situations
 - Certified in the use of tear gas, C-4, and TNT
 - Qualified sharp shooter in small arms and assault weapons
 - Proofreading and checking contents of investigative reports
 - Proven ability to communicate effectively in diverse environments
 - Instruction, supervision and evaluation of 25 personnel
- 19XX-19XX **Warehouse Supervisor** Micro Chemical, Inc., Denver, CO
- Proficient at using Windows 3.x
 - Supervised a crew of 15 in daily operations, including evaluation and discipline
 - Monitored complex cataloging and ordering systems
 - Helped develop and implement an effective security system
- 19XX-19XX **Security Guard** Mayfield Malls, Denver, CO
- Coordinated work assignments, evaluated performance and disciplined a four-member security team
 - Investigated security and safety violations and wrote detailed incident reports
 - Helped diffuse conflicts in a public environment with regard to everyone's safety

EDUCATION

- U.S. Marine Corps** Specialized Training: Explosives, Firearms, Leadership, Diversity, Communication
- Metro State College** 42 Semester Units in Administration of Justice Denver, CO

Mark Andrews

2345 Brook Avenue
 Englewood, Colorado 12345
 (123) 456-7890
 Mark_A@email.com

Objective: Seeking a position as an armed security guard for Pinkerton Services

HIGHLIGHTS OF QUALIFICATIONS

- Government secret security clearance
- Bilingual-fluent in both English and Spanish
- Superior performance award for past four years in security management
- Proficient in Windows software
- Able to make difficult decisions in stressful situations

EXPERIENCE**Security**

- Supervised the security of \$100 million of highly sensitive military equipment
- Monitored restricted personnel in a correctional facility ensuring they remained in detention
- Experienced in handling confidential material
- Trained in diffusing hostile situations
- Certified in the use of tear gas, C-4, and TNT
- Qualified sharp shooter in small arms and assault weapons

Investigation

- Investigated security and safety violations and wrote detailed incident reports
- Proficient at research and legal report writing
- Experienced at proofreading and checking content of investigative reports

Communication

- Proven ability to communicate effectively in diverse environments
- Experienced in complex radio communications

Supervision

- Instructed, supervised and evaluated the performance of groups of up to 25
- Coordinated work assignments, evaluated performance and disciplined a four-member security team

EMPLOYMENT HISTORY

Security Specialist	U.S. Marine Corps	
Warehouseman Supervisor	Micro Chemical, Inc.	Denver, CO
Security Guard	Mayfield Malls	Denver, CO

EDUCATION

U.S. Marine Corps	Specialized Training: Explosives, Firearms, Leadership, Diversity, and Communication
Metro State College	42 Semester units in Administration of Justice Denver, CO

James Donaldson

12 Emerson Drive
 Norfolk, Virginia 12345
 (123) 555-1234
 jdonaldson@ibm.net

Objective: Service representative for Accounting Software International, specializing in conversions.

HIGHLIGHTS OF QUALIFICATIONS

- Excellent teacher/trainer; patient and effective when working with a wide range of personalities.
- Accomplished in identifying and solving computer related problems.
- Project oriented, sticking to a task until completed.
- Successful in learning and comprehending new systems and methods.

RELEVANT EXPERIENCE**Bookkeeping**

- Reconciled loan payment records between servicing company and 150 lending institutions.
- Reconciled cash records to computer records for over 200 accounts on a monthly basis.
- Prepared monthly payroll, paid bills and processed tuition payments for private preschool.

Teaching/Supervising

- Trained nine people in investor accounting, most of whom had no previous experience.
- Wrote an Investor Reports instruction manual minimizing training time for new employees.
- Maintained cordial working relations, while explaining and clarifying others' errors.
- Interviewed and hired four staff members.

Computer Usage

- Worked with computer analyst in development of computerized specialty reports.
- Assisted in implementation of new program on a PC, for accounts payable.
- Input monthly account records on a PC and generated trial balance.

Problem Solving

- Balanced seven months of critical reports for a large Federal agency involving \$350,000 of equipment for six major divisions which had been neglected for five months.
- Designed an account coding system to eliminate dual coding and time wasted correlating reports.
- Reviewed company procedures, identifying sources of high error frequency, and submitted recommendations to supervisors.

EMPLOYMENT HISTORY

19XX-20XX	Treasurer/Bookkeeper	Little Tikes Preschool, Napa
19XX-19XX	Investor Accountant Supvr	First Bank Corps, Pleasanton
19XX-19XX	Account Reconciliation	Donzall and Associates, San Francisco
19XX-19XX	Investor Accounting	Meitus Investments, Santa Rosa
19XX-19XX	Financial Specialist	United States Air Force

EDUCATION

Northwest College, Berkley

Susannah Holt

123 Walpert Street
Hayward, California 12345
(123) 555-1234

Objective: Position as Volunteer Coordinator for Marin Humane Society

HIGHLIGHTS OF QUALIFICATIONS

- Demonstrated talent in assessing skills and making appropriate volunteer placements.
- In-depth experience with pet therapy programs.
- Established and managed a successful pet care business.
- Supervised volunteers at local humane organizations.
- Over 10 years of effective public relations experience.

PROFESSIONAL EXPERIENCE**Pet Therapy Programs; Volunteer Work**

- Implemented a new pet therapy program at The Latham Foundation for Human Education, thoroughly researching other programs and selecting the most appropriate features.
- Introduced pet therapy program to nursing homes:
 - made initial contacts and described the program benefits
 - scheduled visits to nursing homes
 - coordinated efforts with Oakland SPCA
- Served as a volunteer at three area humane organizations.

Communications & Public Relations

- Worked directly with hundreds of pet care clients, advising and assessing their pet care needs.
- Effectively handled emergencies and customer inquiries, as BART train operator, earning commendation for outstanding service to patrons.
- Mediated between volunteers and staff to maintain harmonious working relationships, and maximize volunteer job satisfaction within the limitations of the program.

Management, Supervision & Training

- Started a pet care business from scratch:
 - interviewed job applicants, assessed their skills, placed, trained and supervised
 - wrote all the contracts, generated billings, followed up on billing
- Trained new BART train operators.
- Trained new volunteers at Latham Foundation and at Oakland SPCA.

WORK HISTORY

19XX-present	Train Operator	Bay Area Rapid Transit - Oakland
19XX-XX	Owner/Manager	Dog's Best Friend, pet care - Albany
19XX-XX	Humane Educator (volunteer)	Latham Foundation and Oakland SPCA
19XX-XX	Owner/Operator	Collins Trucking Co. - Albany
19XX-XX	Kennel Aide	Berkeley/East Bay Humane Society

EDUCATION

A.S. Degree, Biology - Laney College, Oakland

Judy Rogers

123 St. George Ave. #22
Alameda, California 12345
(111) 111-1111

HIGHLIGHTS OF QUALIFICATIONS

- Over 15 years professional experience with the public.
- Personable and persuasive in communicating creatively with thousands of customers from all cultures and economic levels.
- Proven skill in persevering to solve customers problems.
- Self-motivated and confident in making independent decisions.
- Very well organized and able to meet deadlines.

RELEVANT EXPERIENCE**Sales & Marketing**

- Made direct presentations to area retail store owners and buyers, marketing Christmas ornaments and gift items imported from the Philippines.
- Co-hosted sales seminars for potential real estate partnership investors.
- Oriented customers by answering questions regarding project details.
- Followed up by phone to verify their commitment to invest in the partnership.
- Canvassed by cold calling for contributions to a nonprofit organization.
- Consistently surpassed sales quotas in retail clothing and houseware departments.
- Co-led voter drive and personally persuaded 2,000 citizens to sign the petition in support of placing a community improvement initiative on the ballot.

Organization & Customer Service

- Resolved wide range of customer problems, applying diplomacy and assertiveness to delivery delays, fee and budget problems, property management decisions, airline emergencies and in-flight problems, and culture/communication barriers.
- Organized the logistics of speaking engagements and investment seminars: location - catering - seating - literature - speakers - travel.
- Maintained extensive financial records regarding individual and corporate clients.
- Successfully collected \$250,000 in overdue or unbilled fees by thoroughly auditing billing records and persevering in telephone collection follow-ups.

EMPLOYMENT HISTORY

19XX-present	Office Manager/Bookkeeper United States Navy, San Francisco
19XX-19XX	Office Manager/Bookkeeper Grothe & Associates, San Francisco
19XX-19XX *	Philippine Import Sales Self-employed, selling to Bay Area stores
19XX-19XX *	Neo-Life Vitamin Sales Self-employed, selling to flight attendants *part-time, concurrent with airline employment
19XX-19XX	International Flight Attendant Transamerica Airline, Oakland
19XX-19XX	Editorial Coordinator Sakes Psychology Today Textbook Division, San Diego
19XX-19XX	Emergency Room Receptionist Kaiser Hospital, Hayward
19XX-19XX	Retail Sales Macy's Roos Atkins, part-time during college

EDUCATION

B.A., Speech/Theatre Arts - University of California, Santa Barbara, 19XX

Charlene Seamers

1212 Colby Lane
 Mountain View, Colorado 12345
 (970) 555-3211
 CSeamers@email.com

HIGHLIGHTS OF QUALIFICATIONS

- Passed EMT Boards with 98% performance accuracy
- Proven ability to respond immediately and confidently in emergencies
- Able to function at top performance through 24 hour shifts
- Make numerous and difficult decisions under stressful conditions
- Four years experience as a medic

Crisis Evaluation & Response

- Effectively evaluated thousands of emergencies
- Adapted immediately to constantly changing circumstances
- Able to effectively communicate vital signs, preliminary diagnosis and status to attending physicians
- Extensive triage experience as a combat medic

Medical Skills

- Over 24,000 blood draws
- Operation of Centrifuge
- Administer shots
- IV certified
- CPR certified
- Take and record vital signs

Training/Supervision

- Team leader for up to 20 people, working in demanding and stressful situations
- Trained staff of five in procedures, daily routines and assisted in upgrading skills
- Completed written and verbal evaluations for assigned staff of five
- Trained American Red Cross CPR for adult certification

EMPLOYMENT HISTORY

19XX-20XX	Medic/EMT	United States Army	
19XX-19XX	Admittance Clerk	St. Joseph Hospital	Denver, CO
19XX-19XX	Candy Striper	Kaiser Hospital	Longmont, CO

EDUCATION AND TRAINING

Specialized Military Training from 8-40 hours:

- Leadership
- Drug and Alcohol Counseling
- Suicide Intervention
- Sexual Harassment

Medical Specialist Training U.S. Army	San Antonio, TX
Certified Nursing Assistant Denver General Hospital	Denver, CO

Mike Swanson

122 Bending River Road
 Grand View, Michigan 12345
 (123) 456-6789

Objective: Seeking a career in inventory control for Grand View Supply Company

PROFESSIONAL SUMMARY

- Over sixteen years experience in inventory management
- Adept at defining customer requirements and meeting their needs
- Knowledge, training and practical experience with computerized data bases for tracking, ordering, receiving, and reporting of materials, supplies and shipments

EXPERIENCE HIGHLIGHTS

United States Navy - April 19XX to July 20XX

- Directed supply and warehousing activities for materials valued in excess of \$65 million
- Processed over 700 shipments of personal property and household goods both domestically and overseas
- Guaranteed expeditious shipment and compliance to guidelines

IBT Technology - November 19XX to April 19XX

- Ordered, received, quality inspected, stored, preserved materials
- Packaged, shipped, and issued materials and cargo in excess of 75 shipments a day
- Compiled and maintained monthly reports on warehouse stock and requisitions

SPECIALIZED RELATED TRAINING

- | | |
|-------------------------------|-----------------------------|
| • Financial Management | • Customs Inspector |
| • CPR and Standard First Aid | • Supervisory Safety |
| • Shipment Management | • Small Business Purchasing |
| • Supply Operations | • Alcohol and Drug Safety |
| • Financial Reports Recording | • Micro Computer Literacy |

EDUCATION

- Modern Accounting - Pacific Academy of Accounting (8 months)
- Financial Management/Operations Training - Accountants International

PERSONAL STRENGTHS

- Committed to Customer Service satisfaction
- Reliable, detail oriented team player
- Professional integrity, strong moral courage and honesty

Mary Alexander

9876 Wonderview
 Chicago, Illinois 12345
 (222) 123-4567
 Mary-Alexander@email.com

SUMMARY OF EXPERIENCE

- Excellent food service management skills
- Experienced in all aspects of food service preparation
- Self motivated and able to motivate others
- Interface with all ages and ethnic backgrounds
- Proven ability to work efficiently and effectively under pressure

WORK HISTORY

- 19XX-20XX **Manager, Food Service** Ft. Sam Houston, San Antonio, Texas
- Planned menus, portions control and nutritional value of food served
 - Ordered and inventoried food for over 2,000 meals daily
 - Supervised staff of 20 including; scheduling work hours, assigning duties, and evaluating performance
- 19XX-19XX **Food Service Worker** Oxnard School District, Oxnard, California
- Prepared nutritional breakfasts and lunches for over 450 students and faculty daily, including box lunches for special occasions and field trips
 - Maintained cleanliness and sanitary conditions of all equipment, utensils, spaces and storerooms
 - Implemented a successful student evaluation system to receive feedback on meals served
 - Volunteered to work with school lunch vendors to coordinate set up and implementation of the traffic flow

EDUCATION

- Specialized Training • Safe food handling
 • Nutritional needs and balanced meals
 • “Save a Back” training
 • Mid management and leadership strategies
- High School Diploma Alameda, California

Jeffrey Peterson

123 South Taylor Street
Lima, Virginia 12345

Home: (000) 555-5555

Office: (000) 555-5555

OBJECTIVE: Electrician with full range of responsibilities from maintenance to installation.

SUMMARY: More than 12 years experience in all phases of the electrical field. Expertise in troubleshooting electrical circuits and providing necessary maintenance. Effective supervisor of tradespeople.

EXPERIENCE

19XX - Present

XYZ Management Company, Lima, Virginia

Master Electrician

- Total electrical renovation of apartments for new tenants, replace fixtures, switches, receptacles and wiring.
- New wiring of single family homes, townhouses, commercial work on high rise office buildings in the Central Virginia area.

19XX-19XX

United States Army, Fort Bragg, North Carolina

Electrician

- Repaired, installed, adjusted, modified, and tested electrical systems and devices for 300,000 square feet of office and classroom space; including:

-Electrical panels	-Fluorescent	-Magnetic Starters
-Conduit	-Computer	-Switches, Receptacles
-Motors	-Breakers	-Incandescent Lights
-Ballasts	-Wire	-Telephone Lines
- Purchased over 1,000 electrical items.
- Trained two apprentices on electrical maintenance procedures.
- Supervised from 1-4 trades people.
- Read blueprints and schematics for wiring of new equipment, new additions, and new buildings.
- Worked with voltages up to 480-volt 3-phase systems.

19XX-19XX

Morgan's Pharmacy, Retail Clerk

EDUCATION

19XX-20XX

Best Community College, North Carolina
Courses focused on technical mathematics.

19XX-19XX

Training Community College, New York
Electrical Construction, 1,920 hours of study, certificate awarded 19XX.

SPECIAL LICENSE

April 6, 19XX

Virginia Journeyman's License #5678-JK

Janis Jenkins

123 Pearl Street
Rockville, Maryland 12345
Telephone: (301) 555-1111
Janis-Jenkins@email.com

PROFESSIONAL OBJECTIVE

Administrative Assistant position coordinating, analyzing, and planning budgets.

COORDINATING SKILLS

Coordinated fund-raising activities of twenty members of the local Parent Teachers Association (PTA) successfully raising \$8,000 for playground facilities. As member of the Women's League of Rockville Methodist Church, initiated a relief center to meet clothing needs of the community. Also developed a schedule to meet demands of five busy household members, including carpools, cleaning, cooking, and general house management.

BUDGETING SKILLS

As Treasurer of our local Civic Association, managed \$22,000 budget for two years. Organized and managed family budget for 17 years. During this period, have accumulated savings necessary for four years of college for daughter. In addition to financial matters, have learned to budget time through well-organized scheduling of community activities and family responsibilities.

COMMUNICATION SKILLS

Developed interpersonal skills during ten years' experience with PTA and church members. Have learned the subtleties of persuading adults to contribute time and money to community projects. Have invested considerable time and effort in developing open communication between family members. Possess ability to retain a sense of humor in tense situations.

MEMBERSHIPS

Elected treasurer of local Civic Association 3-year term. Voted to Board of Directors for Rockville Methodist Church 1-year term. President of PTA 2 years consecutively.

EDUCATION

Thirty semester hours
High School Diploma

General Education, Metro State College
Bremerton, Washington

What to Do

These sample experience statements are provided as examples only. You must craft your own experience statements to reflect your actual work experience as appropriate for each of your targeted resumes.

Verb tenses in your experience statements should be consistent with the rest of your resume. If you start writing in the present tense, stick with it. If you used the past tense for the rest of your resume, use it for the experience statements too.

These statements are generalized. Your statements need to be targeted to the position you are trying to obtain. The most effective statements are those that are both targeted and results-oriented. To effectively write experience statements you must also include statements that emphasize your results.

Enlisted Experience Statements

US Air Force DEFENSE ATTACHE

- Managed and maintained organization budget of \$1.2 million
- Managed and maintained fiscal data, along with internal information files
- Coordinated with host country officials for aircraft over-flight and landing clearances and official maritime visits
- Provided direct personnel support, including records maintenance and benefits counseling, for 40 embassy officials

US Air Force VEHICLE MAINTENANCE CONTROL AND ANALYSIS

- Reviewed maintenance schedules and notified mechanics about 45 vehicles' service needs
- Verified work performance by comparing maintenance schedules to records of work actually performed
- Prepared charts and reports to track maintenance activities
- Calculated how many mechanics and spare parts were needed to maintain equipment in good order
- Operated computers and other office equipment to input and access maintenance data

US Army ARMAMENT REPAIRER

- Repaired and maintained various advanced military weapons systems valued at up to \$500,000
- Cleaned and lubricated electro-optical fire control components to ensure proper maintenance
- Repaired and maintained sophisticated weaponry such as missile mounts, platforms, and launch mechanisms
- Tested and adjusted weapons firing, guidance, and launch systems

US Army MOTOR TRANSPORT OPERATOR

- Determined best travel routes, confirmed arrival dates, and verified cargo types resulting in a 20% increase in on-time arrivals
- Ensured vehicles are properly loaded to meet required safety standards
- Checked engine oil, fuel, fluid levels and tire pressure for vehicle safety inspections
- Drove vehicles over a variety of road types, traveling alone or in convoys transporting both personnel and cargo
- Performed routine vehicle maintenance and repairs for six different types of vehicles

US Coast Guard MACHINERY TECHNICIAN

- Operated, maintained, and repaired internal combustion engines, boilers and main propulsion power transmission equipment for assigned vessel
- Operated, maintained, and repaired auxiliary fireroom, refrigeration, air conditioning, electrical, and machine shop equipment
- Organized and lead emergency response drills for 25 personnel
- Performed maintenance related administrative functions such as inventory, ordering supplies and completing required reports

US Navy AIRMAN

- Assisted in the maintenance of aircraft aeronautical and support equipment
- Performed maintenance service, cleaned aircraft and assisted in aircraft handling
- Operated sophisticated aircraft communication and radar equipment
- Maintained and operated aircraft defensive weaponry and in-flight refueling systems
- Operated helicopter hoists to lift equipment and personnel from land and sea

US Marine Corps PERSONNEL CLERK

- Organized, maintained, and reviewed 75 personnel records including pay documents
- Entered and retrieved personnel information using an automated information system
- Prepared organizational charts, wrote official correspondence, and maintained reports
- Assisted assigned personnel and their families with pay and benefit issues
- Provided current information about personnel programs and procedures to employees and administrators

US Marine Corps MACHINE GUNNER

- Operated and maintained sophisticated equipment designed for tactical operations
- Operated communications equipment and various support vehicles
- Supervised 20 personnel in special work groups ensuring completion of assigned tasks
- Performed emergency maintenance on three different weapons systems
- Worked effectively in groups with diverse team members

Officer Experience Statements

US Air Force DEVELOPMENTAL ENGINEER

- Performed studies of how workers and tasks were organized in large operations
- Measured workloads and calculated how many people were needed to effectively perform tasks at optimum efficiency
- Provided detailed instruction for performance improvements and proper equipment utilization
- Planned and carried out the purchase of equipment and services for maximum productivity in reorganized operation
- Directed internal quality control and production control programs for organization of over 1,500 personnel

US Air Force EXPERIMENTAL TEST NAVIGATOR, OTHER

- Directed course of multiple aircraft by using radar, sight, and other navigational methods
- Operated and maintained sophisticated communications equipment for four different aircraft
- Inspected and tested pre-flight navigation and weapons systems
- Guided large tankers and other aircraft during in-flight refueling operations
- Provided other pilots with instrument readings, fuel usage, and flight information to ensure safety standards were maintained and to increase efficiency

US Army PHYSICIAN ASSISTANT

- Ordered diagnostic X-ray and laboratory procedures and wrote patient consultations to specialty clinics
- Directed services, taught and trained medical technicians, and performed as medical supervisor for designated units of up to 125 personnel
- Managed personnel, facilities, and equipment required to operate medical clinics
- Functioned as senior staff person to the Director, advising on medically related matters pertinent to the success of the unit
- Participated in the delivery of health care services to patients
- Prescribed courses of treatment and medication when required and made appropriate medical record entries

US Army MILITARY POLICE

- Provided leadership for various law enforcement activities including physical security, arrest procedures and criminal investigations
- Planned, coordinated, directed and updated law enforcement procedures for assigned jurisdiction of 220 personnel
- Directed and supervised the administration and operation of confinement and correctional facilities and hospital prisoner wards
- Supervised and administered the development and operation of an ongoing criminal investigation program for a large installation

US Coast Guard DATA PROCESSING

- Prepared data processing plans and budgets for an organization of 150 personnel
- Developed and monitored \$1.4 million in contracts for data processing equipment and services
- Translated specific objectives and needs into computer systems requirements
- Designed and maintained computer software and databases
- Planned and supervised the installation of new processing equipment, surpassing previously set performance goals by 30%
- Directed various teams of computer systems specialists and computer programmers

US Coast Guard BOATSWAIN SPECIALTY

- Planned and managed various seaboard-operating departments to ensure full efficiency
- Arranged and supervised various training exercises for hundreds of personnel to reach and maintain peak performance levels
- Supervised 16 personnel and provided individual evaluations on a routine basis
- Directed search and rescue missions in training and in actual emergencies

US Navy ELECTRONICS ENGINEERING OFFICER

- Directed daily operations for a large electronics department including supervision of 4 administrative personnel
- Provided technical and engineering assistance to resolve complicated problems
- Directed design, installation and testing of electronic equipment
- Developed test standards and operating instructions for electrical and electronic systems
- Ensured satisfactory and timely completion of assigned tasks
- Inspected all electronics system installations

US Marine Corps AMMUNITION OFFICER (II, III)

- Supervised and coordinated ammunition supply and renovation functions, including, procurement, receipt, storage, issuing, handling, shipment, salvage, and renovation of ammunition
- Operated static ammunition supply points and established field supply points in forward areas
- Advised senior leaders on matters related to the development of ammunition allowances for both training and combat operations
- Directed the daily activities of 15 assigned personnel

Salary History

The purpose of a salary history when required by the employer is to determine a salary and compensation fit. This information **SHOULD** be given if the employer asks for it specifically in a job announcement or on an application. **DO NOT** give this information unless asked, as current career managers agree that providing prospective employers with your salary history can work against you.

When a salary history sheet is required you should calculate your actual salary by factoring in your Base Pay, Basic Allowance for Subsistence (BAS), Basic Allowance for Housing (BAH) and any other special pay allowances. Remember to calculate the rate for the non-taxable value of the tax-free portions of your pay, and any other money added to your pay. Although you are creating this sum based on different items, only write one total sum on the salary history sheet or application that you give to the employer.



If you know how, you will always have a job. If you know why, you will be the boss.

Margaret Jones
586 Easter Avenue
Miami, FL 12345
(123) 345-6789
MIJones@email.com

SALARY HISTORY

Yeoman Third Class (Personnel Administrator)
\$32,000/yr. + excellent benefits
United States Coast Guard, Miami, FL 19XX-20XX

Administrative Assistant \$25,000/yr. + benefits
Central Communication Corporation, Chicago, IL 19XX-19XX

Bookkeeper \$21,000/yr. + benefits
First National Bank, Chicago, IL 19XX-19XX

Resume Review

Before you start using your resume for job search, have someone familiar with resumes review yours. Possible resources could be:

- Transition offices
- Human Resource Personnel
- Employers you can ask for feedback as to how your resume could be improved
- College Career Centers
- Disabled Veterans Outreach Program Representative (DVOP) and Local Veterans Employment Representative (LVER) located at state employment offices



It is more important to know where you are going than to get there quickly. (Mabel Newcomer)

RESUME CHECKLIST

An employer-ready resume must be OK in every category.

CONTENT		OK
Order of Information		
Does the most important category come first?		
Is the organization logical and clear?		
Completeness		
Are all major topics emphasized by the employer covered?		
Is each area concise yet complete?		
Are duties <i>and</i> achievements described in specific terms?		
Relevance		
Is there a clear reason for each piece of information?		
Has the information been tailored to a targeted field and job?		
LANGUAGE		OK
Word Choice		
Are action verbs or nouns (key words for scannable resumes) used?		
Are inappropriate jargon and military abbreviations avoided?		
Is the language clear and straightforward?		
Mechanics		
Are there any errors in spelling, grammar or punctuation?		
Are there any typographical errors?		
APPEARANCE		OK
Layout		
Is the resume appealing and easy to read?		
Does it use headings effectively?		
Does it use white space, indentation, underlining, capitals effectively?		
Does it have a professional look?		
Consistency		
Are layout features—headings, spacing, type face, ink—consistent throughout?		
Is the wording consistent throughout?		

References

A reference is someone who can attest to your ability to perform a task, substantiate your training, document your measurable results and/or confirm your qualifications. Some employers prefer to contact references by phone rather than by letter.

List 6-8 people who would agree to be a reference for you. Use previous supervisors, professional acquaintances, teachers, etc. You may be asked to include both personal and professional references. If you use a personal reference, make sure they are employed, and preferably in a responsible position. Personal references should not be members of your family. Supervisors, coworkers and teachers are persons to consider when assembling references.

For people who will not be physically available (on deployment, moving to another location, overseas, retired) ask them to write a letter of reference for you. Make certain letters are written on letterhead from a company. Employers prefer being able to contact a person by telephone as opposed to a letter.

Never relinquish an original letter of reference, always supply a copy.

Always ask permission to use a person as a reference. Give a copy of your resume to each reference. Make sure you know how each person wants to be contacted. Have current phone numbers. Recycle the list if you send it out several times.

Remember to add your list of references to your career catalog. Type your list in advance so you can mail it out upon request. See following page for an example.



Never let what you can not do interfere with what you can do.

Dennis Jacober

123 Spruce Tree Circle
Des Moines, Iowa 12345
(123) 456-7890

REFERENCE SHEET

PROFESSIONAL REFERENCES

Julia Silvers, Administrative Manager
Kent Products, Inc.
123 West 32nd Street
Boston, Massachusetts 12345
(111) 111-2222

Captain Robert Williams, U.S. Marine Corps
1234 Jefferson Avenue
St. Paul, Minnesota 12345
(123) 456-7899

Joseph Mitchell, Director of Marketing
Jones Imports
12 Wheeling Circle
Idaho Falls, Idaho 12345
(111) 111-2222
jmitchell@jonesimports.com

PERSONAL REFERENCES

Joy Smith
1234 East Park
San Francisco, California 12345
(123) 456-7899

Jason McMurphey
11 Market Street
Nashville, Tennessee 12345
(123) 456-7899

Sally Matheson
22 Wilson Circle
Greenville, South Carolina 12345
(123) 456-7899

Sample Letter of Recommendation

Company Letterhead
(if applicable)

Phone Number
Address
E-mail address

September 1, 20XX

Dear Hiring Authority: (Use name of authority if possible)

(Re: your name)

As the (supervisor, crew leader, coordinator, etc.) of (your name) I am pleased to write this letter of recommendation. (Your name) and I have worked together for 2 years and in that time (your first name) has proven to be a creative problem-solver and a detail oriented technician. Having been in a position to watch (your first name,) I can say without hesitation that s/he has a high level of integrity and well developed sense of responsibility for any tasks assigned.

As you can appreciate, with cutbacks in the military, we have had to do more with less. Even with these new alignments (your first name) has picked up the slack whenever required and has even sought out additional opportunities to assist in the completion of each project. (Your name) has been the recipient of (name of award/honor) for saving 65 man-hours per month by streamlining our purchasing process. For us, this equals and annual dollar savings of more than \$40,000.00. An unexpected benefit of this streamlining was an increase in morale and efficiency.

It would be my pleasure to answer any questions you may have about (your name). Please do not hesitate to contact me at _____, or call me at _____.

Sincerely,

(Signature)
(Name)
(Title)

Different Ways To Send A Resume

Once the resume content has been determined, the next important step is to determine which method of delivery will be required. It is the goal and responsibility of the applicant to meet the employer's expectations. The procedure may be stated in the job announcement. A quick call to the employer may answer the question.

The following information will describe the different ways in which resumes and cover letters can be sent in to an employer. This will enhance the speed in which you can deliver the resume to the employer in the most 'appropriate' and preferred form.

The most traditional ways in which resumes are sent are by post office or express mail delivery. The electronic methods include:

- Fax
- E-mail as an attachment or inserted as text
- Electronically generated forms supplied by the company

Each has advantages and disadvantages. Resources which give more information, publications and tutorials on these methods are available through the transition website.

E-mailing Resumes

Pay close attention when submitting a resume online. Applying for job openings online is a great way to find a wider base of job openings, but there are several techniques and tips for doing this effectively.

- You can search a company directly. They will often have you fill out an application online and then have you submit a resume. Most large companies even have a resume builder on their web site. For this information look under "employment," "occupations," "jobs" or "careers."
- You can create a resume with a word processing program and then cut and paste it into the body of an email to submit. Realize that it will often not look the same after you have pasted it into the site. Try to use basic fonts such as Times Roman that are somewhat universal to all systems. Bullets frequently create random spacing, so it is best to leave them out. Text can automatically be left justified and make the beautiful resume you created look unorganized and messy. Bold rarely transfers. You need to look at the text after it is pasted and correct it carefully before submission. Companies may ask that you submit a resume directly through email. Use ASCII text format to submit your resume in this manner.
- Some job search sites will not accept attachments. Be sure that you are submitting your resume in the format preferred by the employer.
- Recognize that many postings on the Web are from headhunters who will contact you if they feel your resume is significant in terms of placement potential. In this situation, it will be impossible to determine the company to which you are applying.
- Keep in mind that submitting resumes online requires the same concentrated effort in terms of targeting information, researching the company and focusing on the specific job description. A well-written resume is just as important here as when faxing or sending through the mail.

Scannable Resumes

Some larger companies may have a scanner system to read resumes. Its function is to change the resume printed on paper into an electronic format. The information or 'data' can then be processed, compared, assessed or extracted as needed to determine if the applicants are qualified. This is primarily used as a screening technique. Special formatting and keyword or skill sets are required for maximum success.

Scannable resumes are used by companies as a method to determine qualifications compared to their database. The format allows the employer to search for key words contained in your resume. The resume writer needs to research and gather information from sources that use specific job descriptors, personal traits and experiences. Use job announcements, industry publications and other profiles which would meet the companies standards, jargon and criteria for that position.

7 Points To Keep In Mind When Creating Scannable Resumes

1. Your name should be the first item on a scannable resume. Scanners will file resumes under first line information.
2. Use nouns: production scheduling, network management, etc., more than verbs: organized, scheduled, maintained, etc.
3. Minimize the use of abbreviations and jargon.
4. Always send originals. Use a laser printer whenever possible. Do not use dot matrix.
5. Do not fold a scannable resume, do not use staples, and avoid compressed space between letters. Use standard sized business paper, no legal or other odd sizes.
6. Use "fine mode" when faxing instead of "regular."
7. Some employers will ask that you send your resume as a text file, or inserted into the body of an e-mail message. To accomplish this, save your resume in ASCII text format.

Every man's work, whether it be literature or music or pictures or architecture or anything else, is always a portrait of himself. (Samuel Butler)

Kevin Menninger
 324 Stoney Road
 Stamford Connecticut 12345
 (123) 456-7899

OBJECTIVE

Position as an elementary education teacher in Greenwood County School District

SKILLS

Over 12 years of teaching experience
 Curriculum designer and teacher for a large organization
 Proficient in teaching culturally diverse populations
 Bi-lingual: Spanish and English
 Teaching Certificate
 Team-teacher orientation

EXPERIENCE

Drill Instructor/Lead Trainer
 U.S. Marine Corps
 19XX-20XX

Trained 1200 military personnel
 Handled personnel inquiries and complaints
 Served as mediator between conflicting parties
 Maintained personnel relations
 Assisted with adjustment, benefit, health, and personnel issues

Assistant Teacher
 Shields Elementary
 19XX-19XX

Assisted in the design of curriculum and lesson plans
 Taught math, science, english/spelling and geography
 Instructed typically developing and special needs children
 Participated in the Parent Teacher Association Meetings
 Consulted with students' parents

CONDUCTED SPECIALIZED TRAINING TO INCLUDE

Adult/Child CPR Certified Stress Management
 Management and Leadership
 Cultural Diversity and Awareness

EDUCATION

19XX	Certified Teacher	State of Connecticut
19XX	B.A. Education	Bowling Green State University

PROFESSIONAL ORGANIZATIONS

Parent Teacher Association Member for Greenwood County
 National Association for the Education of Young Children